NETWORK MANAGER REPORT

FEBRUARY 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The first quarter of 2006 is off to a strong start. In addition to designing and updating services for current Alabama Interactive (AI) partners, many new agencies are showing an interest in incorporating some web-based services into their current process. In February, AI responded to two service requests and currently has 13 applications in testing. Many of these 13 applications should be ready to move to production during the months of March and April.

Highlights during the month were:

- The Alabama State Banking Department is coming to a close on their licensure season. This agency has a suite of renewal applications to include pawnshops, deferred presentment, mortgage brokers, mini-code, and small loan companies. The adoption for these applications have grown year-over-year with online participation ranging between 40 and 45 percent for each application.

- The State of Alabama will be recognized in Governing magazine's March edition for its advances in electronic government.

- The date for the Digital Government Summit has moved to April 12th. The Summit will still be held in the ballroom of the Capital City Club.

- Alabama Board of Interpreters and Transliterators launched a licensure application in February that will allow six different types of licensees to renew online. This new service had already achieved over 10 percent adoption in its first week of launch.

- With an average last year of almost 40 licensure certification requests per month from the Alabama Real Estate Commission constituents, nobody skipped a beat with the completion of the application updates launched in late January. February delivered the commission's largest online certification volume since the applications original launch.

- The Children's Health Insurance Program (CHIP) is experiencing increased adoption with the New Year. In 2005, AI processed about 1,200 payments for the CHIP program. During the first two months of 2006, CHIP payments have already exceeded 50% of last year's total transactions, putting the payments at a total of 668 to date.

- The online registration for DCNR's "Becoming an Outdoor Woman" program has increased by over 40% from January and February of 2005, already totaling 78 participants.

- The first year license renewal for Alabama Board of Examiners in Speech-Language Pathology and Audiology is still running, and has already experienced a 34% adoption.

Marketing

The Digital Government Summit being planned for the month of April has kept marketing on a steady pace. Plans are currently being finalized for speakers and the organization of the agenda. Award plaques are being designed and ordered, as well as some branding give-a-ways for alabama.gov. The registration website should be available and emailed to the potential attendees by the second week of March.

The State of Alabama will be recognized in Governing magazine's March edition for its multitude of services and conveniences offered on the State's Official Website, alabama.gov. In an article written by Mark Stencel, several online applications are mentioned, such as the Department of Conservation Online Licensing application, and the Board of Nursing Group Verification Service.

Customer Service

February gave the customer service team an opportunity to work with customers choosing to renew subscriptions for services like the Group Online Verification application. The peak for most of the subscriber renewals seems to be during the first couple of months of the year. In January and February, AI renewed over 124 subscriptions accounts.

Online chats and call volumes reduced slightly with the close of many agencies peak renewal seasons, freeing up time to complete increased billing transactions. With the Department of Industrial Relations off to such a strong start, the customer service team has used the additional time to work with these clients on an individual basis to avoid any lag time with key-punch errors in their banking account information.

Development

During the month of February the development team released an application suite for the Licensure Board of Interpreters and Transliterators. The new application suite is comprised of six different application types, which include first time licenses/permits; license/permit renewals and Intranet report functionality. The Intranet report developed for this application allows the agency to view and track transactions, as well as indicating those individuals which have been selected for audit randomly by the system. This application has already seen success with over ten percent adoption in the first month of being live.

In February the AI Dev-Share team discussed the issues of Application Security & Encryption and Geographic Information Systems (GIS) and the potential use of GIS to state government and citizens. Due to growing security concerns the development team focused on the following security issues: guarding against SQL injections, SSN encryption techniques, and credit card and e-check security within the session. The development team discussed with members of the staff a variety of ways in which GIS technology could be made readily available to the state in a useful manner.

With a larger number of applications still in agency testing and with more to be added to the list, the development team looks forward to a productive upcoming month.

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License
	· Reactivation of a Nursing License
	· Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses
	· Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License
	· Renewal of Pawn Broker License
	· Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License
	· Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses
	· Hunting and Fishing Licenses/Point-of-Sale
	· Probate Court Point of Sale Hunting and Fishing Licenses
	· Oak Mountain Bow Hunt Registration
	· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services
	· Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber
	· Name and Address Change
	· LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings
	· Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-"Smoke School" Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2006
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Department of Revenue	Tax Estimations Application	This service will allow citizens to pay their estimated tax online.	This application is in testing.	March 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in testing	March 2006
Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	Allows case managers access to case management training services	This application is in testing.	March 2006

Agency	Application	Description	Status	Target Date
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is in development.	March 2006
Alabama Department of Revenue	Tax Extension Updates	This will move tax extensions to one six month extension during the year	This application is in the project planning phase.	March 2006
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is in development.	March 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is in the project planning phase.	March 2006
Alabama Real Estate Commission	Simple Transfer	This application allows the transfer of licenses.	This application is in development.	March 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006

Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until for database design. The next renewal period begins January 2007.	January 2007
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the project planning phase.	April 2006
Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is in the pre-project planning phase.	April 2006
Alabama Criminal Justice Information Center	Criminal Histories	This service will allow for the online availability of criminal histories.	This application is on hold until further notice.	TBD
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in development/ on hold by agency.	April 2006
Alabama Board of Heating and Air Conditioning Contractors	License Renewals	This will be an online license renewal application for heating and air conditioning contractors	This application is in the pre-project planning phase.	May 2006
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is in the pre-project planning phase.	July 2006

Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is in the pre-project planning phase.	July 2006

SERVICE REQUESTS

Service Request #91
Alabama Department of Conservation and Natural Resources – Online Reservation System
Alabama Interactive requests and recommends that this service for the Alabama Department of Conservation and Natural Resources is added to the network as a charge service. The online reservation system will be developed at no cost to the Alabama Department of Conservation and Natural Resources.

Service Request #92
Alabama Electrical Contractors Board- License Renewals
Alabama Interactive requests and recommends that this service for the Alabama Electrical Contractors Board is added to the network as a charge service. The license renewal application will be developed at no cost to the Alabama Electrical Contractors Board.

MONTH IN REVIEW

Total February AI Network Transactions:	154,059
Average Successful Request per Day:	5,502
Total February alabama.gov Visitors:	198,401
Total February alabama.gov Page Views:	1,404,028
Total February alabama.gov Chats or Offline Messages from Live Help:	798

OPERATIONS & ADMINISTRATION

Alabama Interactive is advertising to hire two additional application developers, one at the senior level and one at the entry-level. Currently, these positions are being advertised on several online services, as well as notification to the Dean's of some of the area colleges for new graduates.

OTHER BUSINESS/IN CLOSING

In closing, February has been a good month to finalize projects and to begin completion of testing with several agencies. Due to this process, many new applications are expected to launch in the months of March and April.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,

Winn McInnis